



Configurator Troubleshooting Guide

Progressive International Electronics, Inc.

Revision Date: January 2021

Table of Contents

General	2
Multi-Configurator	2
Gilbarco Configurator	3
Wayne Configurator	3

General

- RX & TX LED's are on solid
 - Only occurs when jumpered for PIPort and CL
 - Indicates that there is an open connection between the PIPort of the Configurator and the PIPort of the Plcon II or Omega JR
 - Check that both devices are powered on.
 - Check the connections on both ends of the cable. Reseat the cable on both ends.
 - Apply pressure and/or wiggle the cables to see if a connection can be established.
 - Replace cable if possible.
 - **If above steps do not make the LED's go out, there is a hardware issue with at least one of the devices.**
- No response from the dispenser(s)
 - Check the ID of the dispensers to confirm that they are unique and the ones that are in the polling loop.
 - If a Gilbarco dispenser loses its programming, its IDs will be set to 7 & 11 by default.
 - If a Wayne dispenser loses its programming, its IDs will be set to 1 & 2 by default.
 - If there are 2 or more dispensers with the same address, there will be an address conflict which will cause many problems.
 - Check the controller to confirm that the programming is correct to talk to the dispensers that are physically there.
 - Check all jumpers to confirm they are set appropriately.
 - Remove all but one set of dispenser wires and try to only communicate with one dispenser at a time. If you establish communications, then begin adding in additional dispensers one at a time.
- Notes:
 - Configurators typically are used between PIE controllers and dispenser manufacturer's DBoxes to change the interface type from the controller to the desired interface type of the DBox. The DBoxes usually have multiple dispensers wired in. If there is a need to rule out the possibility of the DBox having an issue, the Configurator can connect to one set of dispenser wires directly.
 - To do this with Wayne and Gilbarco dispensers, remove the blue harness from the 8 position connector in the Config. Wire the positive (+) dispenser wire to Pin 1 of the exposed connector, and wire the negative (-) to Pin 8 of the same connector.
 - If the one dispenser that is connected directly to the Config works, then there is an issue with the cabling to the DBox, or with the DBox itself.

Multi-Configurator

- RXD LED is on solid
 - This is an indication that there is an open loop.
 - Check the cable connection from the PIPort 1 (or 2) of the Omega JR, or the PIPort of the Plcon II, to the PIPort of the Configurator.
 - Check that the Omega JR or Plcon II has power.
 - If the Configurator is configured for Current Loop, remove the blue harness from the 8 position connector in the Config and short pins 1 and 8 (the 2 outside pins) together using a paper clip or a pair of pliers. With these pins shorted, the RXD LED on the Config should go out.

- If the LED does not go out when the pins are shorted, there is likely a hardware problem with one or both pieces of equipment.
- Jumpers:
 - P7: A/IP are only used if there is an XPort in use.
 - A = encryption
 - IP = sets the IP Address to 192.168.0.199
 - P8: Jumper for the input port in use. Most of the time, this will be PIPORT.
 - P9: Jumper for the interface type in use.
 - CL = Current Loop (Wayne and Gilbarco)
 - TOK = Tokheim
 - RS232 = Generic (development)
 - P10: LB ON for most cases.
 - P11: Jumper for the dispenser brand in use.
 - P14: DEV/PC is not used in production environments.
- Switches:
 - LOW = Gilbarco dispensers
 - HIGH = Wayne dispensers

Gilbarco Configurator

- LOOP (RX) LED is on solid
 - This is an indication that there is an open loop.
 - Check the cable connection from the PIPOrt 1 (or 2) of the Omega JR, or the PIPOrt of the Plcon II, to the PIPOrt of the Configurator.
 - Check that the Omega JR or Plcon II has power.
 - Remove the blue harness from the 8 position connector in the Config and short pins 1 and 8 (the 2 outside pins) together using a paper clip or a pair of pliers. With these pins shorted, the RXD LED on the Config should go out.
 - If the LED does not go out when the pins are shorted, there is likely a hardware problem with one or both pieces of equipment.
- Jumpers:
 - H1: Jumpered for A
 - H2: Jumpered for L

Wayne Configurator

- LOOP (RX) LED is on solid
 - This is an indication that there is an open loop.
 - Check the cable connection from the PIPOrt 1 (or 2) of the Omega JR, or the PIPOrt of the Plcon II, to the PIPOrt of the Configurator.
 - Check that the Omega JR or Plcon II has power.
 - Remove the blue harness from the 8 position connector in the Config and short pins 1 and 8 (the 2 outside pins) together using a paper clip or a pair of pliers. With these pins shorted, the RXD LED on the Config should go out.
 - If the LED does not go out when the pins are shorted, there is likely a hardware problem with one or both pieces of equipment.
- Jumpers:
 - H1: Jumpered for B
 - H2: Jumpered for H